

SyNET nTracker

Reviewers' Guide

March 2004

Please Read Before Installing SyNET nTracker for Review.

Thank you for considering the SyNET nTracker, Laptop and Desktop PC tracking, recovering and data protection software for your evaluation. We would like your experience with SyNET nTracker to be positive one and we are confident that performance of SyNET nTracker you are about to evaluate is extremely easy and reliable to operate. Also protect & secure your Laptop or desktop computer and personal data within them.

Averages of over 1,000,000 computers are reported lost or stolen each year, and according to FBI report, less than 2% of computers are ever recovered. Realizing this dark reality, SyNET nTracker was specially developed to help customers with growing problems of Computer theft without compromising customer's personal information.

To supplement your review process, the following suggestive guidelines are provided to ensure proper configuration and optimal performance of SyNET nTracker.

1. Following are our recommended "System Requirement" guideline.

nTracker is truly high-end software designed to work on most windows operating systems. We have recognized the importance of compatibility among older generation operation systems as well as the new one. Hence nTracker was developed to work across the Windows OS platform. We recommend that your computer meet the following minimum requirements.

- a. Windows 98/98SE/ME/2000/XP
- b. Intel's Pentium III (or equivalent) processor
- c. 128 MB RAM
- d. 4X or higher CD-ROM for installation
- e. Internet Explorer 5.0 or higher

2. E-mail Account to Receive Tracking Information.

You will also require working e-mail account to receive your scheduled e-mail notice from SyNET nTracker. Attachment file will contain all the necessary information to track, locate and recover your lost or stolen computers. We recommend that you use your most frequently use e-mail account.

3. Internet Connection to receive SyNET nTracker confirmation e-mail.

During nTracker installation process, you will need to have working Internet connection to receive confirmation e-mail from your installation of SyNET nTracker. This e-mail will contain an attachment file containing all necessary information only you can open with proper password.

4. Call Technical Support with any questions or problems.

SyNET offers unlimited technical support for all our products. You may contact us via email at support@SyNET.biz with "nTracker Evaluation" as subject or call us at 1-866-877-9638. SyNET Technical Support Team has experience to help answer and resolve most issues within few minutes. Please feel free to use them when necessary.

With these suggestions in mind, we hope that your experience with SyNET nTracker is a remarkable one. We fully intend to continuously develop and enhance our products to bring new level of performance and quality as leading provider in Digital Security Software.

Quick Guide Overview

To enhance your evaluation process, we have created a walk-through quick guide to supplement our user manual. These quick guides will overview key features of SyNET nTracker and simplify entire process of your evaluation.

1. **Installing SyNET nTracker** – Quick overview of installation process.
2. **Configuring SyNET nTracker (Personal information)** – Will show you what information are required to properly configure and use SyNET nTracker.
3. **Using SyNET nTracker (nTrackerViewer)** – Explain what features are available, and how to properly interpret information provided.
4. **Uninstalling SyNET nTracker** – Additionally added security feature used to ensure only you can properly uninstall SyNET nTracker.

Installing SyNET nTracker

Once installed invisibly onto your computer system, **SyNET nTracker** sends a stealth e-mail message containing its exact location to a pre-determined e-mail address set by the user. Each e-mail attachment file contains all the required information of status and physical location of your computer.

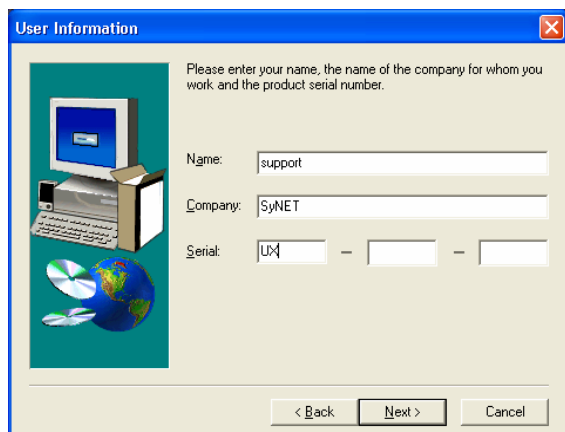
When the lost or stolen computer goes online it will send a stealth e-mail to you containing information of its location regardless of type of Internet connection used(Phone modem, Cable modem, DSL, ISDN, Corporate LAN, etc.). Once this information is received, you can recover the lost or stolen property with help from law enforcement agency.

SyNET nTracker Installation Process

1. Insert the nTracker CD into a CD-ROM drive. The program install menu window will appear automatically. (If below installation window does not appear automatically, then run Setup.exe file in a CD root folder)



2. Click "**Install nTracker**" to execute **nTracker** install wizard.
3. Welcome to **nTracker** window will appear, click the "**Next**" button.
4. Click "**Yes**" to agree with license agreement after reading it in full.



5. When User Information window appears, enter your **Name**, **Company** and **Serial Number** found in the front of software CD case then click "**Next**" to continue.

6. When Setup complete window appears, click the "**Finish**" button.

7. This will automatically restart your computer.

This concludes the installation process of SyNET nTracker. As you may have noticed, installation process is extremely simple and straightforward.

Configuring SyNET nTracker

Configuration is the most vital process of using **nTracker**. All of important information is entered for nTracker is entered during this process. Your personal information to identify you as the owner of the computer is entered during this process. To ensure that your information is protected, we ask you to assign password prior to entering any of your personal information. This ensures that information you enter is password protected at all times.

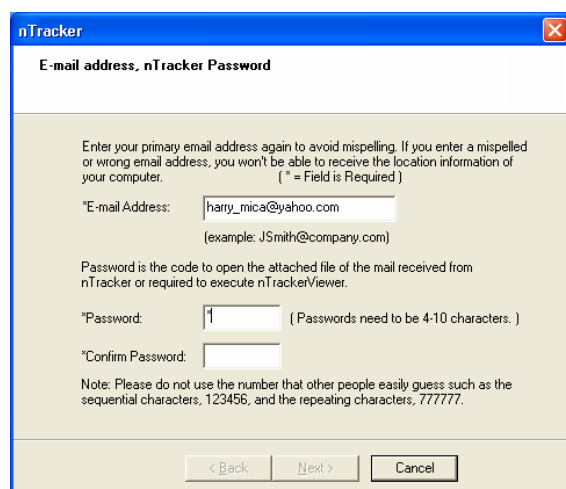
We at SyNET believe that your personal information is yours and yours alone. Hence, we have designed our software to ensure our belief. This is where nTracker diverges from all of the other similar software in the market. Our nTracker is specifically designed to run undetectable without any communication with outside server computer. There is no Server-Client relationship, making sure that not even SyNET has your personal information.

In creating such tight security software, we have encountered one key "dilemma". In case you forget your password, we do not have any record of your personal information and password. So we strongly encourage that **YOU NEVER FORGET YOUR PASSWORD**. Without this password, you cannot change any settings for nTracker, furthermore, if by chance nTracker locks your computer for security, **you will be locked out of your own computer!**

Now we shall look into actual configuration process.

nTracker – User Information Box

[Step 1] E-mail address and nTracker Password – As mentioned above, this is the very first step of nTracker configuration. You must provide working e-mail address and password for the nTracker. **** Remember, you must never forget your password.** (We recommend that you write it down and store it in safe area)



nTracker

E-mail address, nTracker Password

Enter your primary email address again to avoid misspelling. If you enter a misspelled or wrong email address, you won't be able to receive the location information of your computer. (* = Field is Required)

*E-mail Address:
(example: JSmith@company.com)

Password is the code to open the attached file of the mail received from nTracker or required to execute nTrackerViewer.

*Password: (Passwords need to be 4-10 characters.)

*Confirm Password:

Note: Please do not use the number that other people easily guess such as the sequential characters, 123456, and the repeating characters, 7777777.

< Back Next > Cancel

1. E-mail

E-mail address entered here has two functions:

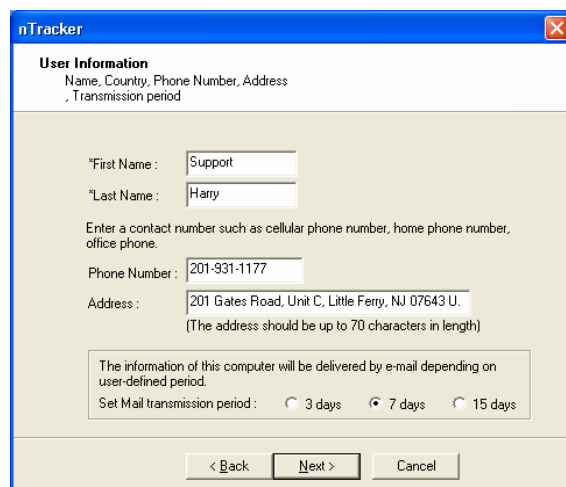
- i. It is e-mail address nTracker will send security e-mail notice.
- ii. Used as ID to executing **nTrackerViewer**, program supplied by nTracker.

NTrackerViewer is used to view encoded e-mail attached file (**nTracker.ntk**). We recommend that you use your most frequently used e-mail account.

2. nTracker Password

This password is used in all of the services and features provided by the **nTracker**. Avoid from using the password that can be easily guessed by others, but also be sure to choose password that you can remember. **** Remember, you must never forget your password. Also, password is case sensitive.**

[Step 2] User Information – This is the information that will be used to identify you as the owner of the computer in question. You alone can change this information with password assigned above.



nTracker

User Information
Name, Country, Phone Number, Address
, Transmission period

*First Name :
*Last Name :

Enter a contact number such as cellular phone number, home phone number, office phone.

Phone Number :

Address :
(The address should be up to 70 characters in length)

The information of this computer will be delivered by e-mail depending on user-defined period.

Set Mail transmission period : ☐ 3 days ☒ 7 days ☐ 15 days

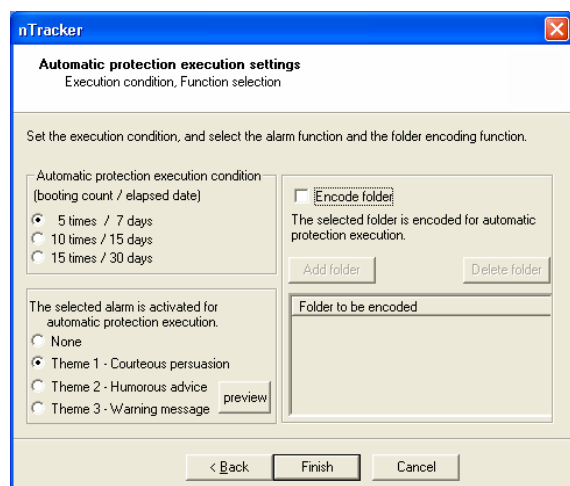
< Back Next > Cancel

Information entered here is also used to display warning screen to display your contact information when someone finds your computer. This feature can be turn on/off as your preference.

Enter your Name, Phone number and Address. Remember to use information that can hold up in court if ever there is a contest of ownership.

Set Mail Transmission Period: E-mail will be periodically delivered to e-mail as designated by the user. Besides the periodic E-mail delivery, e-mail also will be delivered whenever the location information changes.

[Step 3] Automatic Protection Execution Settings – Automatic protection is executed when pre-configured conditions are met for the data protection (Execution Condition Setting). The execution is performed automatically when the corresponding condition (Booting Count / Elapsed Date) has elapsed, through authentication.



1. Execution Condition

(Booting Count / Elapsed Date) Setting

Assign intervals, where automatic protection (Alarm and folder Encryption) is executed.

2. Alarm function

Ideal feature when your computer is lost. When this is activated, it displays the user's contact information like screen saver.

3. Folder Encryption function

Encrypt all pre-assigned folders in the list. Protects important data in your computer and prevent exposure. However if a folder name exceeds 256 characters, folder cannot be encrypted.

Further information for Folder Encryption function can be found in user manual.

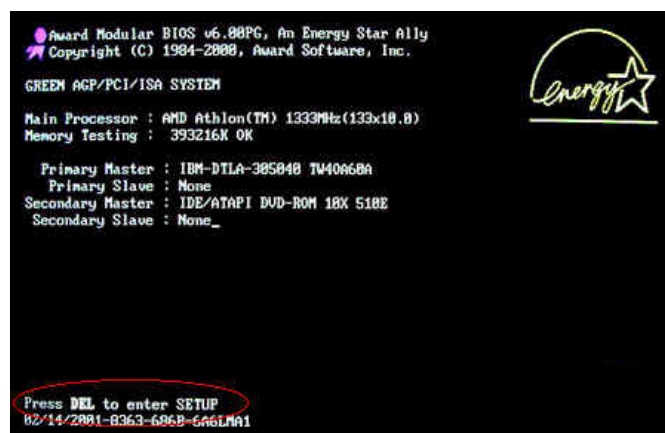
Setting Your Boot Protection (Very Important)

After installing and configuring nTracker, you can further protect your computer after it has been lost or stolen by configuring to disable booting from Floppy or CD drive in the BIOS. It is also good idea to set a supervisory password for the BIOS, so no one else can enter the BIOS and change the setting back to enable Floppy and CD booting.

With BIOS supervisory password set and Floppy and CD booting disabled, the computer hard drive is protected from being erased by installing another copy of operating system. Boot password is not recommended, since we want the culprit who has your computer to logon to Internet so they can be traced.

To configure BIOS password and disable Floppy and CD booting, you will need to enter BIOS configuration. Entering BIOS configuration differs from different model of computers. **Refer to nTracker user manual and your computer documentation for detailed information.**

Normally you can enter BIOS configuration setup by pressing DEL key or F2 key when the BIOS screen appears. (Example shown below)



Using SyNET nTracker (nTrackerViewer)

After initial installation of nTracker on your computer, nTrackerViewer is also installed on your computer. ntrackerViewer can also be download from the website when necessary. If your computer is connected to Internet, you should have received your first nTracker e-mail confirming proper installation with **nTracker.ntk** attachment file. **ntracker.ntk** file is the encrypted nTracker file containing the all the necessary information including tracking information which can only be opened with nTrackerViewer with proper e-mail and password. Sample **nTracker.ntk** file is shown below.

The screenshot shows the nTracker Viewer (View E-Mail) window. It has a menu bar with 'Menu(M)' and 'Info(I)', and a toolbar with icons for View E-Mail, Print, Save, Find, and Help. The main content area is divided into several sections:

- User Information** (yellow header):

UID	BUS442J2B5RC2Z45C5JPPBB7HBAH7
E-mail address	harry_mica@yahoo.com
Password	****
First Name	Support
Last Name	Harry
Address	201 Gates Road, Unit C, Little Ferry, NJ 07643 U.S.A.
Phone number	201-931-1177
- Computer Information** (blue header):

OS	Microsoft Windows XP (Build 2600) 55277-337-0275563-21790
CPU	x86 Family 6 Model 8 Stepping 6 795 Mhz
HDD	Maxtor 32049U3SAMSUNG SV0602H N3056V7C0451J1FW113368
Main Board	Award Modular BIOS v4.51PG
Computer Name	CHOI-TEST
MAC address	00-E0-7D-8C-D1-D6
Gateway	211.234.32.1
Subnetmask	255.255.255.0
- Automatic Protection Information** (green header):

E-mail Transmission Period Settings	7 days
Automatic Protection Execution Settings (Booting Count/Elapsed Time)	5 times / 7 days
Alarm	Theme 1 : Courteous Persuasion
File Encryption Folder Path	>C:\Test
- Location Information** (purple header):

If you click the Trace IP, you can see the user information to use Trace IP

Local IP	Trace IP
211.234.32.64	211.234.32.64

Refer to [Help](#) for more information.

The status bar at the bottom shows 'Done' and 'NUM'.

User Information – User personal Information.

Computer Information – Computer information gathered by nTracker is displayed here.

Automatic Protection Information
Displays current nTracker settings for e-mail notice transmission period, automatic protection execution settings, alert alarm screen display settings and list of encrypt folders.

Location Information – Probably the most important information shown here when you want to track your lost or stolen computer.

Locations Information is displayed in IP address or Phone number.

What is IP address?

It is a unique quartet of number ranging from 0~ 254. This unique number is assigned to one specific computer at a time. An IP address is divided into two parts: a network number and a host number. The idea is that all computers on one physical network will have the same network

number (like street name) rest of the IP address defines an individual computer (like house number within street).

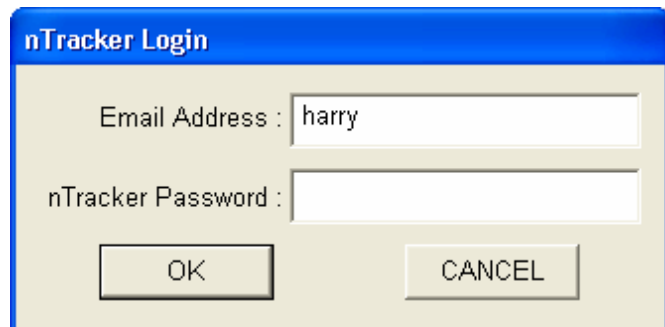
Because IP addresses are a scarce resource, most Internet Service Providers (ISPs) will only allocate one IP address to a single customer or user. In majority of cases, IP address is assigned dynamically, so every time a computer connects to the ISP, a different address will be provided. However, these IP address is unique in the world of Internet. Each IP address is registered to a person or to company (in most cases to ISP).

Once an e-mail message is received from a lost or stolen computer, it only takes minutes to obtain enough information to either contact the ISP directly or provide law enforcement with the information necessary for them to contact the ISP and inspect the ISP's log records. These log records contains information on which IP address was assigned to which user at any given time. This provides the law enforcement with enough information to determine the physical location of the lost or stolen computer and obtain search warrant to retrieve your computer for you.

Using nTrackerViewer to view nTracker.ntk file

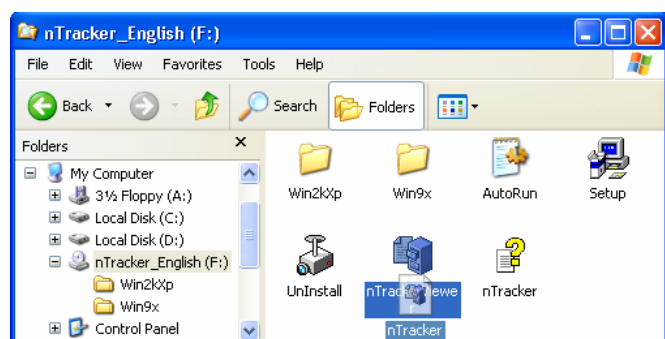
ntrackerViewer is used to open **nTracker.ntk** file attached to your nTracker e-mail notice. Using nTrackerViewer is extremely easy and secure. First of all, nTrackerViewer is only found in the computer where nTracker is installed. Copy of nTrackerViewer also can be found on the original CD distribution of SyNET nTracker.

There are many ways to invoke nTrackerViewer to start. If opening from computer with nTracker installed, simply double click to open the **nTracker.ntk** attachment file and you will be prompt with following screen.



When prompt with nTracker Login window, enter your e-mail address and the nTracker **Password** you have assigned.

If you wish to execute the nTrackerViewer from other than computer with nTracker installed, you can simply save the **nTracker.ntk** file then simply drag **nTracker.ntk** file into nTrackerViewer.exe found in the original CD distribution of SyNET nTracker as shown below.



Using nTrackerViewer to change Settings

You can also use nTrackerViewer to change the settings assigned for nTracker program. In order for you to change nTracker settings, simply run nTrackerViewer from the computer with nTracker installed. This invokes the nTracker Login window and when proper e-mail address and password is entered you will see following nTrackerViewer window.

- View E-mail
- Modify User Information
- Modify Automatic Protection
- Folder Encryption & Decryption
- Help
- Exit

Refer to User Manual for detailed information on how to change nTracker settings.

Within nTrackerViewer, you can change the following:

1. Change your e-mail address where nTracker notices are sent.
2. Change nTracker password. (**Remember, never for get your password**)
3. Change your name, phone number and address if any changes are necessary.
4. Modify automatic protection settings.
5. Here you can add additional folder for encryption, or you can manually encrypt folder that you want to protect.

Uninstalling SyNET nTracker

nTracker has added security even with un-installation process. To prevent unauthorized person from removing nTracker, nTracker un-installation cannot be found in Add/Remove Programs found in Windows Control Panel. The only way to uninstall nTracker is to use the uninstall application found in original nTracker distribution CD.

However, just using uninstall application along cannot remove nTracker from a computer. You are required to enter your e-mail address and password used to configure nTracker during installation or changed using nTrackerViewer. This is why we encourage everyone to choose a password and protect that password very carefully.

Technical Support

If you need technical support or have any questions regarding SyNET nTracker, please feel free to contact us via e-mail support@SyNET.biz or call us during our normal business hours (9:00AM ~6:00 PM EST) at 1-866-877-9638. You can also fax in your questions if you prefer. Our fax number is 1-201-931-0066.

Thank you for using SyNET nTracker.